RESOLVING COMMON PROBLEMS (OSA-4)

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VERSION (1.0)

RESOLVING COMMON PROBLEMS

OVERVIEW

This document outlines some of the common problems encountered with the IBM RS6000 that houses the MUNIS financial system. Solutions to these problems are offered as well as instructions for seeking additional assistance.

COMMON PROBLEMS

The two most common problems encountered with RS6000s by the districts are:

Problem 1:   Users unable to access MUNIS

Reason: Normally encountered when the last backup operation failed.

Solution: **i.** Execute the **dbbackup** utility and exit. This will unlock the database.

ii. Rectify the backup problem which caused this problem.

Problem 2:   System is very slow.

Reason: Frequently encountered when there are abandoned IQ processes running.

Solution 1:   **i.** Locate the abandoned IQ processes using the following command:

ps -ef |grep iq

This command will list all IQ processes.

ii. From the list find the stopped, abandoned, or hung-up IQ process and terminate it using the following command:

kill [process number]

NOTE: *A process is a task or program that is running on a system. The AIX system can process multiple tasks at the same time and each is assigned a Process Identification Number (PID).*

CAUTION: *A process can be stopped by using the kill command, but once a process is killed it cannot be recalled.*

Solution 2:   Reboot the system.

i. Have all users logoff.

ii. Issue the following command:

shutdown -Fr

WARNING!   *Do not power off your RS6000 when using this command. This command is for rebooting the system only. Never turn off the power to your RS6000 without first shutting down the system.*

WHERE TO GET HELP

PROBLEM ESCALATION ORDER

1. Contact YOUR district's RS6000/MUNIS System Administrator.

2. Contact YOUR district's DTC (District Technology Coordinator) or TPOC (Technology Point of Contact).

3. If no one could resolve the problem,

   a) Is this a MUNIS problem or issue?

      If yes, contact MUNIS HELP DESK at 1-800-722-4908.

   b) Is this an AIX-related problem?

      If yes, contact KETS HELP DESK at 1-800-461-8977.

   c) Is this an RS6000 hardware problem?

      If yes, contact KETS HELP DESK at 1-800-461-8977.

   d) Is there a problem with your printing?

      If yes, contact KETS HELP DESK at 1-800-461-8977.

   e) Is this problem with non-KETS hardware or software?

      If yes, follow the technical support procedures established in your district for non-KETS hardware and software.

WHEN TO CALL DAS TECHNICAL SUPPORT at 1-502-573-1432

- When your RS6000 will not boot, turn on, or cooperate in any manner.

- When restoring any operating system files or information.

- When installing operating system patches and/or fixes.

- When experiencing any hardware problem which requires a system restore.

NOTE: *A current "mksysb" backup no older than 30 days will be REQUIRED for immediate or timely assistance by DAS Technical Support.*